

## **NJSNCC Quarterly Meeting Minutes**

February 24, 2012  
AMERIGROUP CORP.  
Iselin, NJ  
12:30 – 3:00 PM

### **Attendance:**

Benjamin, Rebecca (Division of Aging and Community Services)  
Bonner, Desiree (NJ Early Intervention System)  
Boswell, Shamika (Trainee, The Boggs Center)  
Budka, Sharon (Division of Prevention & Community Partnership)  
David, Juliana (American Academy of Pediatrics/NJ Chapter, Latino Outreach of Monmouth and Ocean Counties)  
Gaston, Pamela (NJ Commission for the Blind & Visually Impaired)  
Gaventa, William (The Boggs Center)  
Kokidis, MaryAnne (Amerigroup)  
Like, Robert (Center for Healthy Families & Cultural Diversity, UMDNJ-RWJ Medical School)  
McAllister, Edris (Disability Rights NJ)  
Montalto, Nicholas (Diversity Dynamics)  
Rao, Aruna (National Alliance on Mental Illness, NJ)  
Rossovsky, Sophia (International Institute of N.J.)  
Silva, Natalie (NJ Early Intervention Services/CJFHC)  
Steinhauer, Zenaida (Department of Health/Family Health Services)  
Vasudev, Jagdish (New Americans Program)  
Williams, Maritza (Disability Rights NJ)

### **Introductions:**

The meeting started with introductions conducted at 12:50 PM. Copies of the minutes of the last meeting and the agenda were distributed.

### **Presentation:**

MaryAnne Kokidis, Health Educator, Amerigroup, presented on the company's services, literature in both English & Spanish on member benefits, AmeriTips, 'Preparing for my Doctor Visit' checklist. Materials/handouts were provided to each attendee. Ms Kokidis also addressed the issues of cultural competence within their organization and with the people they serve:

- Quarterly newsletter to providers
- Language access policy:
  - Contract with language line
  - Service Plan includes interpreter services
- Sit on various coalitions, consortia to connect with other organizations to inform them what they do, network about what they offer
- Health Advisory Committee – meet quarterly to discuss what communities' needs are in communities they serve, what's going on in communities not captured in the census; community leaders come to their meetings

- Health Fairs in collaboration with other agencies (private and NPOs) and health education workshops are provided to the community
- Staff training in cultural competence: online (for new hires)

#### **Recommendations/Challenges from the Group:**

- Can our group (NJSNCC) provide technical assistance to Amerigroups' goal of providing high quality services to their diverse population? How do we get our expertise/skills utilized by Amerigroup ? By other NJ Family Care HMOs ?
- Look at the costs of using interpreters (e.g. language line/telephonic services, live interpreters accessed during medical encounters with physicians and other clinicians, or interpreters coming out with case managers/social workers on home visits), will this improve the bottom line if NJSNCC skills can be utilized?
- Can we tie this into their QI outcomes?
- Refresher course/reorientation on culturally and linguistically competent services for staff
- Increase the number of clients/community members to access screening services offered by Amerigroup, & getting to let the community and health care providers know about language line and interpreter services through these screenings and other types of community meetings
- MaryAnn to take these recommendations back to management

#### **Other Business**

##### **Annual Conference:**

- Topics to work on gathered from this presentation:
  - + Building Effective Communication between Individuals & Health Care Providers (? and Managed Care Plans/Health Care Organizations)
  - + Include Stories (successes/failures/lessons learned) on culturally and linguistically competent services from consumers & health care providers – panel
  - + Language Delivery Systems/ Creative Innovations in communication (exhibit) – invite tech companies, etc.)
- Target Fall Conference (September 2012)
- Identifying potential conference funding support

##### **Announcements:**

- April 2 – there is a health conference sponsored by the Office of Minority & Multi-Cultural Health. Details to be sent to the listserv
- Kaiser Family Foundation put out 2 animated videos on Health Care Reform and ACOs, and Patient-Centered Primary Care Collaborative put on a video about the Patient-Centered Medical Home in a way to make these subjects more understandable to the general public. Bob Like will send links to Zenaida who will send to listserv
- Next planning meeting: April 5 at the Boggs Center, Bill Gaventa to host. Notification to be sent to steering committee/general membership through listserv. Usual time from 12:30 – 3 PM.

The meeting adjourned at 3:30 PM

Recorded by: Zenaida D. Steinhauer

